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Knowlagent provides the only call center software that increases agent productivity by delivering shrinkage activities during idle time.

Knowlagent creates active wait time through dynamically delivered sessions for common shrinkage activities between customer interactions. Knowlagent’s solutions are on-demand, easy to use and require no capital expenditures.

Over 300,000 agents and managers around the world use Knowlagent’s solutions every day.

For more information, call 888-566-9457 or visit us online at www.knowlagent.com.

Contact:
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Enghouse Interactive delivers technology and expertise to maximize the value of every customer interaction.

The company develops the world's most comprehensive portfolio of interaction management solutions, spanning structured, unstructured and self-service interactions. Core technologies include contact center, attendant console, IVR and call recording solutions and more that support any telephony environment, on premise or in the cloud.

Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 600 dedicated staff across the company’s 16 international operations. Enghouse Interactive is the union of well-regarded specialists including Arc, CosmoCom, Datapulse, Syntellect, Telrex and Trio.

Contact:
e: info.ei@enghouse.com
w: www.enghouseinteractive.com
t: +1 800.788.9733 or +1 602.789.2800
Improve the future of your call center with inContact. Our hosted call center software solutions are smarter and we have the in-house expertise to not only make your life easier but enable you to increase uptime, reduce security vulnerability and increase the strength and profitability of your business.

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As the leading cloud-based contact center provider, we can:

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- Make it possible to do business the way that works for you: at-home, globally, or from multi-site locations
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- Over 1,000+ call center deployments
- Used by over 65,000 agents globally
- Over one billion+ calls handled per year
- Industry’s best-published service level agreement of 99.99%
- Over 100 integrations to top CRMs

**Contact:**

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t/ (Sales): 1.866.965.7227 (866.965.SaaS)  
t/ (Main): 1.801.320.3200/1.800.999.7691  
e: info@inContact.com / w: www.inContact.com

**European Headquarters** - a: Lloyd’s Building, 4th Floor, 12 Leadenhall Street London, EC3V 1LP / t: +44.(0)207.816.5926

**Interactive Intelligence**

Deliberately Innovative All-in-One Communications for Business and the Cloud.

Interactive Intelligence is a global provider of unified business communications solutions for contact center automation, unified communications, and business process automation.

The company’s standards-based all-in-one communications software suite is designed to eliminate the cost and complexity of multi-point systems, and to support integration to existing business systems and new technologies.

Founded in 1994 and with more than 4,500 customers worldwide, Interactive Intelligence is an experienced leader in delivering customer value through its on-premise and cloud-based Communications as a Service (CaaS) solutions, including software, hardware, consulting, support, education and implementation.

**Contact:**

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**EMEA**  
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t/f: +44 (0) 1753 418800
Vocalcom is a global leader in manufacturing and implementation of Call Center Solutions. ACD, IVR, CTI, predictive dialing, scripting, reporting, recording and multimedia communications under a fully web enabled architecture.

Vocalcom’s award winning call center technology offerings include; inbound, outbound call blending with true predictive dialing, integrated customer relationship management, email, fax, web & video chat, social media integration directly from the agent desktop. See why over 5,000 call centers in 41 countries and 650,000 agents are using Vocalcom solutions.

If you are looking for a thin client call center solution for your remote or home agents or to replace complex legacy third party applications, Vocalcom’s Hermes.Net will be perfectly suited to answer all your contact center needs no matter what your infrastructure requirement: stand alone, PBX integrated or hosted.

Contact:
George Seroukas
t: +1 888.622.5266 – 188VOCALCOM
e: operations@vocalcomusa.com
w: www.vocalcom.com

Zeacom delivers award-winning Multimedia Contact Center, Unified Communications and Business Process Automation solutions to more than 4,000 sites worldwide.

Established in 1994, Zeacom has offices in the USA, UK, Australia, and New Zealand, and distributor relationships that extend into an additional 30 markets.

Zeacom Communications Center (ZCC) is a Multimedia Contact Center and Unified Communications solution that allows you to easily and effectively manage all your business communications in a single application, regardless of whether it’s phone calls, voicemail, e-mail, fax, webchat, SMS or social media.

ZCC integrates with NEC, Cisco and Avaya PBX platforms, and interoperates with Microsoft Lync.

Contact:
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w: www.zeacom.com
about Nuance Communications

Nuance is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with information and how they create, share and use documents. Every day, millions of users and thousands of businesses experience Nuance’s proven applications and professional services.

about Nuance Voice Biometrics

Nuance is the global leader in voice biometric solutions, with over 15 million enrolled voiceprints and a global customer base that spans all major industries. Nuance has developed over the last 12 years unrivaled experience in delivering successful voice biometric solutions that enable enterprises to improve customer satisfaction, reduce costs and improve security.

Contact:

w: (Nuance) - nuance.com

w: (Nuance Voice Biometrics) - www.nuance.com/voice-biometrics

e: (Voice biometrics inquiries) - SalesVoiceBiometrics@nuance.com

INDUSTRY ASSOCIATIONS & INFORMATION

The American Teleservices Association (ATA) is the only non-profit trade organization dedicated exclusively to the advancement of companies that utilize contact centers as an integral channel of operations. ATA members include companies with inbound or outbound contact centers, users of Teleservices, trainers, consultants, and equipment suppliers who initiate, facilitate, and generate telephone, Internet, and e-mail sales, service, and support.

Founded in 1983, the ATA represents more than 4,000 contact centers that account for over 1.8 million professionals worldwide. Contact centers offer traditional and interactive services that support the e-commerce revolution, provide specialized customer service for Fortune 500 companies, and generate annual sales of more than $900 billion.

ATA provides leadership in the professional and ethical use of the telephone for conducting business and is committed to serving the needs of its members, recommending the highest standards of quality for the channel and protecting the rights of consumers. Members benefit from the ATA’s strong advocacy at the national and state level; advanced and timely educational opportunities and business building events; advocacy and support in the public realm; and rich and trusted resources for Teleservices professionals.

Contact:

w: www.ataconnect.org
Contact Center Pipeline is a monthly instructional journal focused on driving business success through effective contact center direction and decisions. Our goal is to provide contact center professionals with valuable content, insights, research and advice from trusted and respected industry experts and practitioners.

Each issue contains informative articles, case studies, best practices, research and coverage of trends, technology and people issues that impact the customer experience. Our writers and contributors have a unique understanding of how to optimize resources and maximize the value the organization provides to its customers.

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UTOPY offers Customer Interaction Analytics powered solutions which unify the voice of the customer and analyze agent performance across all contact channels. UTOPY pioneered the Customer Interaction Analytics industry by releasing the first Speech Analytics solution for business purposes in 2002.

As customer usage of non-voice channels such as email, web chat and social media has grown dramatically, UTOPY has evolved with customer preferences, delivering end-to-end analysis of the entire customer interaction and feedback lifecycle, regardless of the mode of communication used by the customer.

Contact:

w: www.utopy.com or www.speechanalytics.com

t: 866.44.UTOPY (866.448.8679)
SHL is the global leader in talent assessment solutions, driving better business results for clients through superior people intelligence and decisions – from hiring and recruiting, to employee development and succession planning.

With a presence in over 50 countries, SHL delivers more than 25 million assessments annually in over 30 languages – allowing clients to benefit from both global expertise and local insight.

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Contact:

w: www.shl.com

t: 800-899-7451

With Fonolo’s visual dialing solutions, your customers can now reach call center agents with one click -- no navigating phone menus or waiting on hold.

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Fonolo

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f: 416-366-9890

e: info@fonolo.com or sales@fonolo.com

w: http://fonolo.com
CallCopy, a leading provider of innovative call recording and contact center solutions, is dedicated to ensuring the highest standards of customer and employee satisfaction. The award-winning, enterprise-proven cc: Discover suite delivers advanced call recording, screen capture, quality management, speech analytics, desktop analytics, performance management, customer survey and workforce management capabilities to organizations of all sizes and industries across the globe.

CallCopy empowers these organizations to gather business intelligence, which is leveraged to maximize operational performance, reduce liability, achieve regulatory compliance and increase customer satisfaction.

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Verint® (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions and value-added services.

Our solutions capture and analyze complex, underused information sources, such as voice, video, and unstructured text, to enable organizations to make more timely, effective decisions.

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